



**Northern Constabulary**

**2005 Excellence in Community Policing**

**Lochaber Area Command Report**

November 2005

Final Report

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## Chapter One

### Survey Methodology

#### 1.1 Introduction

The 2005 Excellence in Community Policing survey was developed jointly by Northern Constabulary, NHS Highland, The Highland Council, Comhairle nan Eilean Siar, Orkney Islands Council and the Procurator Fiscal Service. In addition to this report, individual reports were produced at each of the other seven Area Command levels, plus one report for the Force area as a whole. The 2005 survey was conducted by Snedden Economics Ltd. Previous large-scale community surveys were conducted in 1994, 1999, 2001 and 2003. Where it is practical to do so, the corresponding survey results are provided from the 2003 survey for questions which have remained identical in 2005.

#### 1.2 Survey Sample and Response

The survey questionnaire was issued by post in July 2005 to 4,500 named householders selected at random using the ACORN classification system. A minimum quota of 350 was issued at three Area Command levels (Orkney Islands, Shetland Islands and the Western Isles). All other Area Commands received 690 questionnaires. 1,510 responses were analysed (33.6% of the total issued).

**Table 1.1 Survey Sample and Response**

Area Command	Sample Issued	Percentage of Total Issued %	Percentage of Total Analysed %
Badenoch, Strathspey & Nairn	690	15.3	17.5
Caithness & Sutherland	690	15.3	14.7
Inverness	690	15.3	15.8
<b>Lochaber</b>	<b>690</b>	<b>15.3</b>	<b>13.8</b>
Orkney Islands	350	7.8	7.2
Shetland Islands	350	7.8	7.7
Western Isles	350	7.8	7.0
Ross, Cromarty & Skye	690	15.3	16.3
Total	4,500	100	100

#### 1.3 Weighting

The survey data were weighted by geographic area and gender. All results in this report are based on weighted data, unless otherwise indicated.

## Chapter Two

### Sample Profile

#### 2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area, 690 of which were at the Lochaber Area Command level. A total of 1,510 questionnaires were processed (33.6% of the sample issued), 208 from the Lochaber area (30% of those issued in the Lochaber Area Command).

#### 2.2 Type of Area

Respondents were asked to describe the type of area in which they live.

**Table 2.1 Type of Area**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
A city	-	-	13.0
A large town	9.3	<b>5.6</b>	6.6
A small town	24.6	<b>20.6</b>	20.1
A large village	20.1	<b>21.3</b>	12.9
A small village	34.8	<b>41.8</b>	28.4
An isolated rural area	11.1	<b>10.8</b>	19.1

Base: All respondents

#### 2.3 Gender

The response was biased in favour of females, which is common for postal surveys. This bias is compensated for in the weighting process.

**Table 2.2 Gender**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Male	17.7	<b>38.5</b>	41.1
Female	82.3	<b>61.5</b>	58.9

Base: All respondents (unweighted)

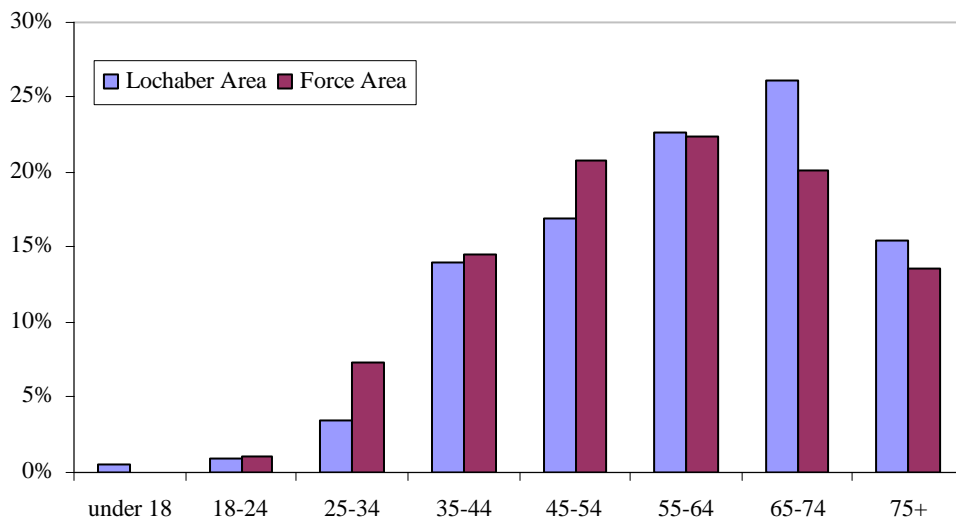
## 2.4 Household Size

The mean household size for the respondents at the Lochaber Area Command level was 2.35 (2.45 in 2003) compared with 2.37 for the Force area as a whole.

## 2.5 Age

The age range of respondents is shown in the chart below.

**Chart 2.1 Age of Respondents**



## 2.6 Language

English was the first language of all respondents from the Lochaber Area Command with the following exceptions:

- Gaelic (2 mentions)
- Dutch (1 mention)
- Italian (1 mention)

## 2.7 Ethnic Origin

The ethnic origin of the sample is shown in the table below.

**Table 2.3 Ethnic Origin of Respondents**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
White Scottish	83.7	<b>84.6</b>	83.7
Other White British	13.4	<b>13.3</b>	14.5
White Irish	-	-	0.2
Other White	1.4	<b>1.4</b>	1.1
Indian	-	-	-
Pakistani	-	-	-
Bangladeshi	-	-	-
Other South Asian	-	-	-
Chinese	-	-	-
Caribbean	0.4	-	-
African	-	-	-
Black Scottish	-	-	0.1
Other Black	-	-	-
Any Mixed Background	-	<b>0.7</b>	-
Other Ethnic Group	1.0	-	0.3

Base: All respondents  
- denotes zero or less than 0.1%

## 2.8 Length of Time in Present Home

Respondents were asked how long they have been in their present home.

**Table 2.4 Length of Time in Present Home**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
1 year or less	2.6	<b>2.1</b>	1.5
Over 1 year but less than 2 years	5.0	<b>0.7</b>	1.9
2 or more years but less than 5 years	17.1	<b>13.9</b>	13.9
5 years or more	75.3	<b>83.3</b>	82.7

Base: All respondents

## Chapter Three

### Main Survey Findings

#### Views on the Local Area

##### 3.1 The Area Within 15 Minutes of Home

Respondents were asked to rate the area within 15 minutes walk of their home as a place to live. 95.1% of respondents in the Lochaber Area Command rated the area within 15 minutes of their home as *very safe* or *fairly safe*, compared with 96.1% of respondents across the whole Force area.

**Table 3.1 Area Within 15 Minutes of Home**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
A very safe area	42.8	<b>45.1</b>	55.8
A fairly safe area	50.1	<b>50.0</b>	40.3
Rather unsafe area	4.7	<b>2.4</b>	3.1
A very unsafe area	1.4	<b>2.1</b>	0.5
No opinion	1.0	<b>0.3</b>	0.3

Base: All respondents

##### 3.2 The Area Within 15 Minutes of Home Compared With a Year Ago

Respondents were asked to rate the safety of the area within 15 minutes of their home compared with the previous year. Table 3.2 shows the results. 13.5% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 2.1% thought it was *more safe*. 84.0% of respondents thought it was about the same.

**Table 3.2 Area Within 15 Minutes of Home**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Now more safe	2.3	<b>2.1</b>	2.2
Now less safe	12.4	<b>13.5</b>	15.0
About the same	81.3	<b>84.0</b>	81.2
Did not live here a year ago	2.2	-	0.9
No opinion	1.7	<b>0.3</b>	0.7

Base: All respondents

### 3.3 Concerns in the Local Area

Respondents were asked to indicate their concerns across a range of issues. Responses indicating either a *major* or *minor* concern are shown in the table below. The table also shows a *total concerned* figure compared with the corresponding total for the Force area.

**Table 3.3 Concerns in the Local Area**

	2005 Lochaber Area Command %			2005 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	35.0	39.1	<b>74.1</b>	70.9
Dog excrement	21.1	34.4	<b>55.5</b>	56.2
Rubbish or litter lying around	17.8	37.1	<b>54.9</b>	52.4
Dangerous driving	20.9	33.2	<b>54.1</b>	54.4
Young people and alcohol	18.3	32.7	<b>51.0</b>	47.1
Vandalism, graffiti and deliberate damage	17.0	31.4	<b>48.4</b>	41.7
Alcohol mis-use	18.3	29.9	<b>48.2</b>	43.1
Drink/drugs driving	21.1	23.6	<b>44.7</b>	41.8
Young people on the street	11.3	32.1	<b>43.4</b>	39.6
People using drugs	20.2	19.5	<b>39.7</b>	36.0
Rowdy or drunken behaviour	13.5	25.9	<b>39.4</b>	37.9
Bullying of young people, in or out of school	11.5	23.4	<b>34.9</b>	32.4
Break-ins to houses	5.8	27.8	<b>33.6</b>	30.9
People dealing in drugs	18.5	14.0	<b>32.5</b>	30.0
Stray dogs roaming the streets	11.2	17.4	<b>28.6</b>	23.5
Things being stolen from cars	4.7	21.4	<b>26.1</b>	19.4
Cars being stolen	5.8	15.9	<b>21.7</b>	15.8
Anti-social neighbours	4.3	16.1	<b>20.4</b>	23.4
Noisy neighbours	3.6	13.8	<b>17.4</b>	20.4
Solvent abuse/glue sniffing	8.7	8.0	<b>16.7</b>	17.0
Discrimination and abuse	5.9	10.4	<b>16.3</b>	15.3
Noise from local pubs or clubs	2.9	12.8	<b>15.7</b>	9.6
Domestic abuse	4.7	7.6	<b>12.3</b>	12.3

Base: All respondents in Command Area

The pattern of concern at the Lochaber Area Command level was similar to that of the Force area as a whole. *Driving at excessive speed* was the main issue mentioned as being either a major or minor concern by almost three quarters of respondents at the Lochaber Area Command level.

*Dog excrement, rubbish, dangerous driving and young people and alcohol* were all mentioned as a concern by over half of all respondents.

Among the issues presented to respondents that were of least concern were *noise from pubs or clubs* and *domestic abuse*. These rankings are similar to the 2003 survey findings.

### **3.4 Who Should Deal with these Concerns**

Respondents were asked to indicate who should be dealing with their concerns across the same range of issues as reported in Table 3.3. The responses are provided in Table 3.4 overleaf. Respondents could list more than one response per issue.

A large proportion of the sample expected the police to deal with many of the issues. 15 of the 23 issues presented were thought to be predominantly the responsibility of the police. Anti-social neighbours and noisy neighbours were felt to be jointly the responsibility of the Council and the police. Young people on the street and young people and alcohol were felt to be jointly the responsibility of parents and the police.

Notable exceptions to police responsibility were:

- Litter (over three quarters of respondents thought the Council should be responsible)
- Dog excrement and stray dogs (approximately two thirds of respondents thought the Council should be responsible and some respondents mentioned dog owners)
- Bullying (respondents felt this issue should be dealt with predominantly by teachers and parents)

The concerns most likely to relate to the Procurator Fiscal Service were:

- People dealing in drugs
- Discrimination and abuse
- Break-ins to houses

The concerns most likely to relate to the Health Service were:

- Alcohol mis-use
- Solvent abuse/glue sniffing
- People using drugs

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<b>Table 3.4 Who Should Deal with Local Concerns</b>	You	Health Service	Police	Council	Parents	Community / Neighbourhood Wardens	Teachers	Procurator Fiscal Service
	%	%	%	%	%	%	%	%
Anti-social neighbours	6.2	1.2	51.2	54.2	8.8	9.2	0.4	7.3
Noisy neighbours	10.7	0.4	51.7	52.1	4.2	8.4	0.4	3.8
Young people on the street	0.4	0.4	51.1	4.5	56.3	10.1	1.9	1.5
Young people and alcohol	1.5	4.9	56.0	1.1	57.8	3.7	4.9	1.1
Rowdy or drunken behaviour	0.4	0.4	94.0	2.6	11.6	4.5	1.9	5.2
Rubbish or litter lying around	11.1	1.5	7.4	78.5	11.5	15.9	3.7	1.1
Vandalism, graffiti and deliberate damage	2.2	0.4	79.1	19.0	20.1	10.4	3.4	7.1
Stray dogs roaming the streets	4.6	1.2	10.8	65.3	3.9	29.0	0.4	1.9
People using drugs	2.3	16.3	85.7	3.5	13.6	3.9	8.1	9.7
People dealing in drugs	3.4	0.7	95.5	2.6	4.5	3.7	3.0	15.3
Noise from local pubs or clubs	1.9	0.4	71.8	31.7	1.5	9.3	0.4	3.9
Break-ins to houses	1.9	0.4	98.1	1.1	2.3	4.2	0.8	11.0
Cars being stolen	1.1	0.4	98.5	1.1	1.9	1.5	0.4	10.3
Things being stolen from cars	3.0	0.4	97.3	0.8	1.9	3.0	0.4	8.3
Dangerous driving	2.7	0.4	98.9	0.8	0.4	2.7	0.8	10.2
Driving at excessive speed	4.9	0.4	97.8	1.9	0.7	2.2	0.7	10.4
Discrimination and abuse	6.0	2.0	77.4	11.7	12.1	8.1	7.3	11.3
Domestic abuse	6.3	9.8	85.9	3.9	5.5	3.1	2.0	7.8
Bullying of young people, in or out of school	6.5	4.2	24.9	9.2	53.6	7.3	68.6	3.1
Solvent abuse/glue sniffing	4.0	18.3	61.1	4.8	35.3	7.1	14.3	3.6
Drink/drugs driving	4.9	2.3	96.2	2.3	3.0	0.4	1.1	10.6
Dog excrement	11.6	4.9	10.4	70.5	3.4	27.6	0.7	4.5
Alcohol mis-use	6.2	41.9	50.4	7.8	22.5	3.5	6.6	5.0

Base: All respondents

## Community Planning

### 3.5 Importance of Issues in Relation to an Area's Local Plan

Respondents were asked to indicate the priority they felt should be assigned to a range of issues in their Community Plan. Responses indicating either a *top* or *medium* priority are shown in the table below. The table also shows a *total* priority figure compared with the corresponding total for the Force area.

Table 3.5 Community Plan Priorities	2005 Lochaber Area Command %			2005 Force Area %
	Top Priority	Medium Priority	Total	Total
Reducing drug dealing	81.6	12.4	<b>94.0</b>	87.9
Reducing drug/alcohol/solvent mis-use	75.9	17.8	<b>93.7</b>	88.5
Reducing crime	73.9	19.4	<b>93.3</b>	87.3
Improving safety of children	67.4	24.3	<b>91.7</b>	86.6
Improving roads and transport links	67.3	24.3	<b>91.6</b>	86.0
Improving road safety	59.6	31.6	<b>91.2</b>	87.0
Increasing availability of affordable housing	68.0	21.8	<b>89.8</b>	85.8
Reducing boredom, lack of things for young people to do	53.8	35.6	<b>89.4</b>	83.9
Reducing violent crime	75.8	13.6	<b>89.4</b>	82.5
Reducing youth crime	71.5	17.4	<b>88.9</b>	87.1
Improving access to local health services	63.4	24.5	<b>87.9</b>	85.4
Reducing anti-social behaviour	63.8	24.0	<b>87.8</b>	85.2
Reducing unemployment	59.3	27.8	<b>87.1</b>	85.7
Improving quality of housing	46.6	36.2	<b>82.8</b>	76.5
Increasing availability of sport and leisure facilities	29.3	47.7	<b>77.0</b>	71.3
Reducing discrimination and abuse	39.2	34.7	<b>73.9</b>	68.3
Increasing business investment	34.7	33.6	<b>68.3</b>	69.7
Improving public transport	27.5	40.5	<b>68.0</b>	62.9
Recognising diversity	25.3	41.0	<b>66.3</b>	62.9
Increasing rural development	21.0	40.1	<b>61.1</b>	55.6
Improving access to technology, e.g. Broadband	14.2	38.1	<b>52.3</b>	51.9
Improving access to arts and culture	4.8	35.4	<b>40.2</b>	39.9

Base: All respondents

Faced with a list of issues, respondents generally chose to include a large number of them as important for inclusion in their local plan. Only *improving access to arts and culture* was mentioned by fewer than half of the respondents – which is in line with the 2003 results.

- 3.6** At the Lochaber Area Command level, 6.4% of respondents had seen their local Community Plan (9.0% in 2003), compared with a Force average of 17.5%.

### **Fear of Crime**

- 3.7** At the Lochaber Area Command level, 42.9% of respondents (57.3% in 2003) were *very worried* or *slightly worried* about becoming a victim of crime compared with 46.8% of respondents in the Force area.

### **3.8 Types of Crime**

For respondents who expressed worry about becoming a victim of crime, Table 3.6 below details the particular types of crime they were worried about. *Vandalism or deliberate damage to your home, property or car* and *having your home broken into* were the main sources of worry over crime. Generally, the pattern at the Lochaber Area Command level was similar to the Force area.

**Table 3.6 Types of Crime**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Vandalism or deliberate damage to your home, property or car	74.8	<b>78.5</b>	82.1
Having your home broken into	81.4	<b>76.1</b>	81.3
Being attacked by someone under the influence of alcohol	n/a	<b>65.8</b>	62.6
Having your car stolen or broken into	66.3	<b>64.1</b>	63.5
Being attacked, assaulted or robbed in the street	66.5	<b>61.1</b>	63.2
Being insulted or threatened	49.8	<b>56.6</b>	52.6
Being attacked, assaulted or robbed in your own home	46.3	<b>48.1</b>	48.9
Being the victim of an attempted rape, rape or other serious sexual offence	36.8	<b>22.3</b>	29.4
Being the victim of a crime because of my religion or belief (including non-belief)	n/a	<b>3.8</b>	5.9
Being a victim of domestic abuse	5.2	<b>3.0</b>	4.1
Becoming the victim of a crime because of my sexual orientation	n/a	<b>2.9</b>	4.6
Becoming the victim of a crime because of my race	n/a	<b>2.0</b>	4.9

Base: Area Command: 33 / Force: 636

Other crimes mentioned were:

- Business break-in
- Pedestrian road traffic accident
- Vandalism to community project

### 3.9 Fear of Discrimination or Abuse

Respondents were asked to indicate how worried they were about suffering from various forms of discrimination or abuse. Responses indicating either *very worried* or *slightly worried* are shown in the table below.

**Table 3.7 Fear of Discrimination or Abuse**

	2005 Lochaber Area Command %		2005 Force Area %	
	Very Worried	Slightly Worried	Very Worried	Slightly Worried
Age	3.8	14.3	2.2	15.0
Physical disability	1.2	5.4	0.9	4.7
Religion or belief (including non-belief)	-	3.9	0.6	3.9
Gender	-	3.1	0.4	4.0
Learning disability	-	3.1	0.4	2.5
Political beliefs	-	2.3	0.2	2.5
Mental health	0.4	1.6	1.1	2.9
Race or ethnic origin	-	1.5	0.8	3.4
Sexual orientation	0.4	-	0.5	1.3

Base: All respondents

*Age* and *physical disability* were the main sources of worry over discrimination. The pattern at the Lochaber Area Command level was broadly similar to the Force area as a whole. Results in 2003 were also in line with the 2005 results. 'Age' was a new code added to the 2005 survey.

Two other responses were received:

- Recriminations after complaining about an anti-social neighbour
- Weight

## **Victims of Crime**

### **3.10 Reporting Crime**

6% of respondents in the Lochaber sample said that they had been a victim of crime in the last year (8% in 2003), 71% of whom reported it to the police (73% in 2003).

By comparison, 8% of respondents in the Force area as a whole said they had been a victim of crime in the last year (unchanged from 2003), 82% of whom reported it to the police (83% in 2003).

Only four reasons were given by Lochaber respondents for not reporting a crime to the police. Three of these were because the respondents felt nothing would be done therefore there was no point. In the fourth instance, the incident (abuse in a shop) was dealt with by on-site security. Comments included: "nothing gets done to the people who committed the offence – it's a certain family of boys in our area". In another case, the respondent commented: "I felt nothing would be done".

### **3.11 Criminal Proceedings**

In 42% of instances, reports to the police were known to have resulted in criminal proceedings (22% in the Force area). Note that the base for these results is very low (98 across all Northern Constabulary Area Commands), therefore the individual area results cannot be relied upon with any accuracy. The question was not asked in 2003.

#### ***Satisfaction with Outcome***

Respondents who had reported a crime that then resulted in criminal proceedings were asked how satisfied they were with the outcome. The base for this question was only 16 cases across the Force area, seven of whom were either very satisfied or satisfied. The reasons for dissatisfaction were mostly case specific, two of which included poor feedback. Analysis of results by area is untenable, with just three respondents from the Lochaber area providing reasons for dissatisfaction. One person in the Lochaber sample commented that they had received no feedback. Another was dissatisfied with the short sentence handed out, and another said that the criminal proceedings had no impact.

#### ***Satisfaction with Progress in Criminal Proceedings***

Respondents were asked how satisfied they were in terms of being kept informed of progress in relation to proceedings. Among the 21 respondents answering the question across the whole Force area, 11 indicated that they were satisfied. The reasons for dissatisfaction centred mostly on insufficient feedback on the proceedings and outcome of cases, with a respondent from the Lochaber sample remarking that: "if we wanted to know the outcome we had to ask". Another said: "we were not kept informed – we read about the case in the newspapers".

### 3.12 Precautions Against Crime

Respondents were asked which of the following they did because of possible worries about crime.

**Table 3.8 Precautions Against Crime**

	2005 Lochaber Area Command %			2005 Force Area %
	Always	Sometimes	Total	Total
Make sure your home is adequately secured	76.8	12.5	<b>89.3</b>	90.8
Make sure your vehicle is adequately secured	73.6	11.0	<b>84.6</b>	87.7
Carry a mobile phone	30.1	25.4	<b>55.5</b>	57.2
Mark your property in case it is stolen	13.8	32.0	<b>45.8</b>	42.6
Avoid certain places	15.2	29.3	<b>44.5</b>	50.5
Avoid going out when it is dark	7.4	24.5	<b>31.9</b>	35.3
Avoid going out at certain times	6.3	21.9	<b>28.2</b>	31.5
Avoid going out alone	6.5	21.5	<b>28.0</b>	30.8
Take self-defence classes	0.4	1.1	<b>1.5</b>	3.1

Base: All respondents

The pattern of responses in the Lochaber sample was similar to the Force area as a whole. People were most likely to take precautions to protect their homes and cars.

In terms of *avoiding certain places*, respondents specified:

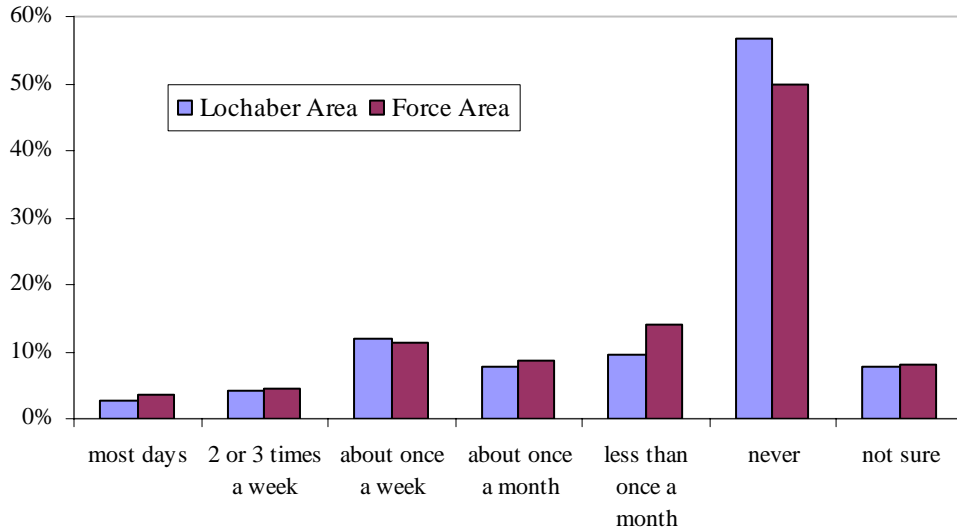
- Town centre 11 mentions, of which 10 specified night-time
- Pubs and clubs 11 mentions
- Named streets / areas 10 mentions, notably Caol (6 mentions, of which 4 specified the Co-op), Plantation (4)
- Dark / quiet / remote areas 10 mentions
- Areas where youths gather / schools 5 mentions
- Shopping areas 4 mentions
- Parks / woodland 1 mentions
- Unnamed (housing) areas 1 mentions

Avoidance of the town centre was typically linked to night-time, pub/club closing times, and weekends. A typical description of this was: “pubs where folk have clearly had too much alcohol”.

### Police Patrols

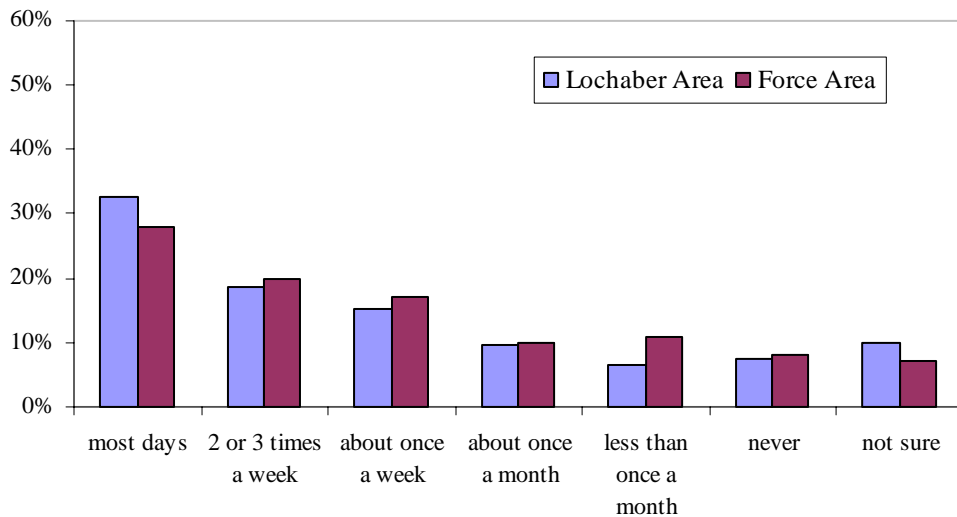
**3.13** Compared with the Force area as a whole, a slightly higher number of respondents at the Lochaber Area Command level mentioned never seeing foot patrols.

**Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot**



**3.14** Respondents at the Lochaber Area Command level displayed a similar overall pattern to the Force area in terms of their likelihood of seeing police officers patrolling in motor vehicles on a regular basis.

**Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles**



### 3.15 Level of Police Patrols

Respondents were asked what they thought about the level of all police patrolling that they see.

**Table 3.9 Level of Police Patrols**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Too much	0.5	-	0.7
About right	32.9	<b>32.6</b>	32.9
Too little	51.3	<b>56.7</b>	53.0
No opinion	15.4	<b>10.7</b>	13.4

Base: All respondents

Responses from the Lochaber sample were similar to the Force area as a whole. Around one third of respondents thought that the level of police patrolling is about right. No respondents in Lochaber thought that there is too much police patrolling.

### 3.16 Preferences for Police Patrols

Respondents were asked an open question about where they would like to see more police officers on patrol. The responses are shown in the table below.

**Table 3.10 Where Respondents Would Like to See More Officers on Patrol**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Street presence / foot patrols (all areas)	30.2	<b>29.8</b>	30.1
Town Centre / High Street	24.7	<b>18.5</b>	31.0
Residential areas	18.9	<b>15.3</b>	14.9
Pubs / night clubs	15.9	<b>12.9</b>	9.3
Villages	13.2	<b>11.3</b>	10.9
Known trouble spots	5.2	<b>6.5</b>	7.5
Areas of traffic danger	2.8	<b>4.8</b>	4.0
Outside schools	3.6	-	2.5
Play parks	-	-	1.5
Other	11.3	<b>22.6</b>	18.1

Base: Area Command: 37 / Force: 740

Note: Multiple responses were accepted

*On the streets* and in the *town centre* were the most commonly mentioned places respondents at the Lochaber Area Command level wanted to see more officers on patrol. Responses included comments such as “on the streets and in the community”.

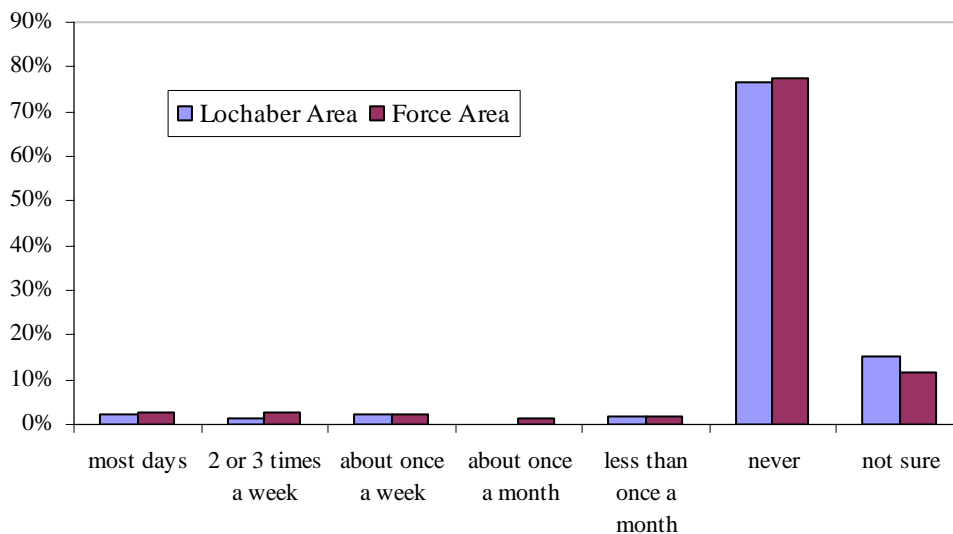
Responses from the Lochaber sample listed as “other” in Table 3.10 above included:

- Caol (7 mentions)
- Shops (local areas and retail parks) (6 mentions)
- Corpach/Kilmallie Road (4 mentions)
- Areas where young people gather (3 mentions)
- Rural areas (3 mentions)

### Community Warden Patrols

**3.17** Respondents in 2005 were asked a suite of questions about Community Wardens. These questions were not asked in 2003.

**Chart 3.3 Frequency of Seeing Community Wardens Patrolling on Foot**



Respondents at the Lochaber Area Command level overwhelmingly reported that they never see Community Wardens patrolling on foot. This is in line with the Force area as a whole.

A very similar profile was reported for Community Wardens patrolling in vehicles. 85% of respondents had never seen a Community Warden patrolling in vehicles in the Lochaber area (84% in the Force area) and a further 14% were not sure (also 14% in the Force area).

### 3.18 Level of Community Warden Patrolling

In 2005, respondents were also asked what they thought about the level of patrolling by Community Wardens. The results are shown below in Table 3.11.

**Table 3.11 Level of Community Warden Patrols**

	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Too much	-	0.3
About right	1.7	7.3
Too little	35.4	32.3
No opinion	62.9	60.1

Base: All respondents

Respondents at the Lochaber Area Command level were likely to feel that either there is too little Community Warden patrolling (35.4%) or they had no opinion (62.9%). Only 1.7% of respondents thought that the level of patrolling by Community Wardens was about right, and no-one thought there was too much.

### 3.19 Preference for Community Wardens

Respondents were also asked an open question about where they would like to see more Community Wardens on patrol. The responses are shown in the table below.

**Table 3.12 Where Respondents Would Like to See More Community Wardens On Patrol**

	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Street presence / foot patrols (all areas)	22.3	15.1
Villages	14.9	8.5
Residential areas	7.4	17.1
Town Centre / High Street	6.4	11.6
Known trouble spots	5.3	6.2
Play parks	5.3	2.7
Pubs / night clubs	4.3	3.3
Outside schools	3.2	3.4
Areas of traffic danger	-	0.6
Other	44.7	49.7

Base: Area Command: 28 / Force: 556

Note: Multiple responses were accepted

*On the streets* and in *villages* were the most commonly mentioned places respondents from the Lochaber sample wanted to see more Community Wardens on patrol.

Responses from the Lochaber sample listed as “other” in Table 3.12 included:

- Not aware of Community Wardens in area (20 mentions)
- Caol (3 mentions)
- Shops (local areas and retail parks) (3 mentions)
- Areas where young people gather (2 mentions)
- Don't agree / prefer to see police (2 mentions)
- Everywhere (1 mentions)

One respondent who was not in favour of Community Wardens commented: “I wouldn't feel safer because of Community Wardens. The police need to be seen.”

## Community Safety

### 3.20 Awareness of Security and Safety Initiatives

The following table shows the percentage of respondents who were aware of certain security and safety initiatives in their area. As in 2003, respondents in 2005 were most likely to be aware of *laws banning drinking alcohol in public places*. The pattern was similar at the Lochaber Area Command level and the Force area.

**Table 3.13 Awareness of Security and Safety Initiatives**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Laws banning drinking alcohol in public places	64.5	<b>69.3</b>	41.3
TV/media campaigns, e.g. drug awareness	41.3	<b>43.7</b>	35.3
Closed circuit television (CCTV)	51.2	<b>42.9</b>	27.3
Neighbourhood/Farm/Water/Boat/ Pub Watch schemes*	17.8	<b>34.4</b>	14.3
Anti-social Behaviour Orders	7.3	<b>23.3</b>	15.7
Young person ID scheme	n/a	<b>19.8</b>	13.4
Community Safety Partnership	n/a	<b>8.4</b>	3.6

Base: All respondents

\* Pub Watch was added in 2005

Respondents were asked if they thought any of the following improved community safety in their area.

**Table 3.14 Perceived Effects of Security and Safety Initiatives**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Laws banning drinking alcohol in public places	60.0	<b>63.9</b>	56.2
Closed circuit television (CCTV)	61.1	<b>58.6</b>	50.0
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	43.9	<b>52.0</b>	41.5
TV/media campaigns, e.g. drug awareness	50.5	<b>48.6</b>	44.7
Anti-social Behaviour Orders	46.7	<b>46.6</b>	42.8
Young person ID scheme	n/a	<b>37.4</b>	33.8
Community Safety Partnership	n/a	<b>36.7</b>	29.8

Base: All respondents  
\* Pub Watch was added in 2005

*Laws banning drinking alcohol in public places* and *closed circuit television (CCTV)* were regarded to be the measures which have the greatest effect on improving community safety. The perceived effects of the initiatives appeared to be slightly higher overall at the Lochaber Area Command level compared with the Force area.

### **3.21 Crimestoppers**

64% of respondents at the Lochaber Area Command level stated that they were aware of the Crimestoppers facility (61% in 2003), a slightly higher figure than the Force area average of 62%. In the Lochaber sample, only one respondent (less than 1%) had actually used the facility (1% in 2003), compared with 3% in the Force area.

### **3.22 Confidential Lines**

45% of respondents at the Lochaber Area Command level stated that they were aware of the Northern Constabulary confidential lines (40% in 2003) compared with 49% across the Force area.

2% of respondents at the Lochaber Area Command level had actually used the Northern Constabulary confidential lines (same as in 2003), compared with 4% across the Force area as a whole.

## Contacting the Police

### 3.23 Preferred Methods of Contact

Respondents were asked how they would prefer to contact the police in each of the following situations.

**Table 3.15 Preferred Methods of Contacting the Police**

	Phone '999'	Phone local police station	Phone Northern Constabulary confidential line	Visit local police station	To police officer on patrol	E-mail/ internet	Mobile phone text, picture imaging
	%	%	%	%	%	%	%
To report a serious crime, e.g. house break-in	44.7	56.7	0.4	1.4	0.7	-	-
To report a minor crime, e.g. vandalism	3.5	86.6	1.4	6.3	2.8	0.7	-
To report information about something suspicious	4.3	81.2	8.2	3.9	3.9	0.4	-
To report a nuisance/disturbance	6.7	83.9	3.9	2.8	2.5	1.1	-
To report a road traffic accident/incident	65.4	32.5	-	3.2	-	-	1.4
To report other information	2.5	74.4	6.1	15.2	3.2	1.1	-
To ask for advice or information	1.4	64.4	3.9	29.2	3.2	1.4	-
Firearm / shotgun enquiry	5.1	60.4	4.0	31.5	-	0.7	-
Lost/found property	2.1	56.9	-	42.7	-	0.4	-
Missing person	7.8	64.8	2.1	26.7	-	-	-

Base: All respondents

*Phoning '999'* was the preferred method of contacting the police in order to report a road traffic accident or incident. *Phoning the local police station* was the preferred method of contact in all other situations listed.

The *Northern Constabulary confidential line* was most likely to be used to report information about something suspicious or to report other information. The *confidential line* was mentioned as a possible way of contacting the police across most of the situations listed, but generally, respondents were far more likely to make contact by *phoning the local police station*.

In certain situations, such as to report lost/found property, or to deal with a firearms certificate, respondents would *visit a police station*. Other electronic media such as *e-mail / internet, mobile phone text* and *picture imaging* were relatively unlikely to be used to contact the police. Few respondents would be likely to make contact with a *police officer on patrol*.

## Information about the Work of the Police and Partner Agencies

### 3.24 Type of Information Sought

50% of respondents at the Lochaber Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (48% in 2003), compared with 46% in the Force area.

Respondents were then asked what type of information they would like. The pattern of responses shown in Table 3.16 was similar to that provided in 2003.

**Table 3.16 Type of Information Sought by Respondents**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
What is being done to reduce and prevent crime	79.1	<b>75.4</b>	75.0
General police work in your area	77.0	<b>73.9</b>	79.1
What is being done to make your community safer	82.8	<b>70.3</b>	74.4
What is being done to improve road safety	67.0	<b>63.8</b>	63.4
How you can help the police, e.g. Neighbourhood Watch, appeals	44.4	<b>47.8</b>	51.3
More information about police officers' jobs/how they spend their day	47.5	<b>44.2</b>	46.9
Police achievements/successes	44.2	<b>41.3</b>	47.0
How we are spending on policing in your area	48.8	<b>37.7</b>	48.9
Diversity	n/a	<b>13.0</b>	20.1

Base: Area Command: 41 / Force: 664

Note: Multiple responses were accepted

Other types of information sought by respondents included:

- Liaison work with schools / young people (2 mentions)
- What is being done about terrorism (1 mention)

### 3.25 Methods of Finding Information About the Work of the Police and their Partner Agencies

Respondents were asked how they normally find out about the work of local police and their partner agencies.

**Table 3.17 Current Methods of Finding Out About Police and Partner Agency Work**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Local newspapers	58.7	<b>57.5</b>	62.0
Local radio	26.6	<b>30.5</b>	32.2
Talking to friends and relatives	29.9	<b>27.4</b>	26.9
Don't get any information	19.5	<b>18.6</b>	22.6
Television	14.4	<b>18.2</b>	21.6
Talking to police officers	17.1	<b>12.6</b>	9.5
Personal experience	13.9	<b>9.5</b>	9.7
Community meetings	10.2	<b>5.6</b>	8.4
Literature from the police	4.7	<b>4.9</b>	4.6
Internet	-	<b>0.4</b>	1.1
Public meetings held by the police	3.9	<b>0.4</b>	1.5

Base: All respondents

Note: Multiple responses were accepted

Responses at the Lochaber Area Command level followed a similar pattern compared with the Force area and the 2003 findings. *Local newspapers* were the main source of information, followed by *local radio* and *talking to friends and relatives*.

Other responses included:

- Gossip (1 mention)
- School (1 mention)

### 3.26 Awareness of Community Safety Campaigns and Initiatives

5% of respondents at the Lochaber Area Command level reported that they were aware of a community safety campaign during the previous six months (6% in the Force area). These respondents were asked what the campaign was about. The number of times each campaign topic was mentioned is shown below in Table 3.18. The question was not asked in 2003.

**Table 3.18 Awareness of Community Safety Campaigns and Initiatives**

	<b>2005 Lochaber Area Command (no. responses)</b>	<b>2005 Force Area (no. responses)</b>
Speeding	3	28
Drugs awareness	2	8
Safe Highlander	2	5
Alcohol misuse	1	3
Car safety (tyres etc)	1	3
Reduced speed limits at schools	1	5
Road Safety	1	8
Dogs Against Drugs	-	2
Domestic abuse	-	3
Drink driving	-	13
Reducing crime in community	-	2
Seat belts	-	5
Set up Neighbourhood Watch	-	1
Other	-	12

Base: Area Command: 11 / Force: 98

Note: Multiple responses were accepted

*Speeding, drugs awareness and Safe Highlander* were the most frequently cited community safety campaigns that respondents at the Lochaber Area Command level had noted in the previous six months.

**3.27** Respondents were asked how they were made aware of the campaign.

**Table 3.19 How Respondents Were Made Aware of the Campaign**

	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Local newspaper	<b>36.4</b>	58.3
Talking to friends/relatives	<b>27.3</b>	12.5
Local radio	<b>18.2</b>	36.3
Leaflet or newsletter	<b>18.2</b>	19.5
Talking to police officer	<b>9.1</b>	10.8
Local TV	-	13.4
Internet	-	-
Other	<b>36.4</b>	13.6

Base: Area Command: 9 / Force: 81

Note: Multiple responses were accepted

*Local newspapers* were the main source of campaign information for Lochaber respondents, followed by *talking to friends / relatives*.

Responses from the Lochaber sample listed as “other” in the table above included:

- Community Council (1 mention)
- School (1 mention)
- Through work (1 mention)

**3.28 Influence of the Media**

Respondents were asked if their understanding of anti-social behaviour is influenced by the media. The question was not asked in 2003.

**Table 3.20 Media Influence on Understanding of Anti-social Behaviour**

	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Yes, definitely	<b>29.0</b>	29.2
Probably	<b>21.0</b>	18.5
Sometimes	<b>22.5</b>	21.4
Not significantly	<b>12.0</b>	16.2
Definitely not	<b>9.1</b>	8.6
Don't know	<b>6.5</b>	6.1

Base: All respondents

Responses at the Lochaber Area Command level followed a similar pattern compared with the Force area, with 50% of respondents stating that the media definitely or probably influenced their understanding of anti-social behaviour.

- 3.29** Respondents were asked if their views on dealing with anti-social behaviour are influenced by the media. Responses in the Lochaber area followed a similar pattern compared with the Force area. The question was not asked in 2003.

**Table 3.21 Media Influence on Views of Anti-social Behaviour**

	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Yes, definitely	<b>15.4</b>	14.6
Probably	<b>19.4</b>	18.1
Sometimes	<b>26.2</b>	22.7
Not significantly	<b>19.4</b>	24.3
Definitely not	<b>14.0</b>	13.7
Don't know	<b>5.7</b>	6.7

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. Respondents in the Lochaber area appeared to feel that the media's influence was slightly stronger in this regard in 2005 than it was in 2003.

**Table 3.22 Media Influence on Feelings of Safety**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Yes, definitely	10.3	<b>15.1</b>	16.1
Probably	13.4	<b>18.6</b>	15.2
Sometimes	18.5	<b>21.5</b>	23.5
Not significantly	37.6	<b>25.8</b>	24.8
Definitely not	18.6	<b>15.4</b>	16.9
Don't know	1.6	<b>3.6</b>	3.6

Base: All respondents

### 3.31 Use of Internet and Mobile Phones

Respondents were asked if they would use e-mail or the internet to report a crime. Results are shown in Table 3.23 below.

**Table 3.23 Willingness to Use E-mail or the Internet to Report Crimes**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Yes, any crime	3.1	<b>3.9</b>	4.5
Yes, minor crime	4.7	<b>1.8</b>	5.4
No, don't have access to the internet	34.9	<b>40.9</b>	30.0
No, would prefer to speak to police	50.3	<b>50.9</b>	56.3
Don't know/No opinion	7.0	<b>2.5</b>	3.9

Base: All respondents

**3.32** 9% of respondents at the Lochaber Area Command level said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (12% in 2003), compared with 13% of respondents in the Force area as a whole.

**3.33** 21% of respondents at the Lochaber Area Command level said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (23% in 2003), compared with 29% of respondents in the Force area as a whole.

### 3.34 Community Safety Issues

91% of respondents at the Lochaber Area Command level indicated that they would like to see more information on community safety issues in their local newspaper, compared with 85% of respondents in the Force area as a whole. The question was not asked in 2003.

### 3.35 The Use of Public Places to Access Information on Services Provided by the Police and their Partner Agencies

Respondents were asked if they would utilise the following to access information on the services provided by the police and their partner agencies.

**Table 3.24 Public Places Used to Access Information on Services Provided by the Police and their Partner Agencies**

	<b>2003 Lochaber Area Command %</b>	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Post office	40.8	<b>55.0</b>	53.1
Library	34.9	<b>50.0</b>	42.4
Council office / service point	38.3	<b>46.5</b>	50.7
Doctors' surgeries	n/a	<b>43.3</b>	42.5
Internet	n/a	<b>37.3</b>	40.0
Supermarket	25.4	<b>36.7</b>	40.5
Bank	15.0	<b>26.2</b>	27.9
Courts	n/a	<b>18.9</b>	12.2

Base: All respondents

Respondents at the Lochaber Area Command level were most likely to want to access information about police and partner agency services at *post offices*, *libraries*, and *council offices / service points*. *Doctors' surgeries* were also mentioned by over four in ten respondents.

Other public places mentioned by respondents from the Lochaber sample included:

- Community notice-boards (1 mention)
- Job centres (1 mention)

## The Role of the Police

### 3.36 Public Priorities

Respondents were asked in what ways Northern Constabulary could improve the service it provides to the public. Since the question was asked in open format, an exact comparison cannot be made with the 2003 results.

**Table 3.25 Ways to Improve Services Provided**

	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Foot patrols / officers on the beat	<b>54.1</b>	44.4
Higher profile / higher visibility	<b>22.3</b>	26.0
More accessible / approachable / friendly	<b>12.8</b>	11.5
Community involvement / community policing	<b>11.5</b>	13.3
Higher profile in villages	<b>9.1</b>	2.2
Increased action on youth crime	<b>9.1</b>	0.6
Satisfied with existing police service	<b>8.8</b>	12.1
Improve manner in dealing with public, victims etc	<b>6.8</b>	2.5
Action on drugs	<b>6.8</b>	0.5
More information / communication (including newsletters)	<b>6.1</b>	7.3
Do more with young people / schools	<b>5.4</b>	5.9
Recruit more officers	<b>4.7</b>	5.9

Base: Area Command: 44 / Force: 847  
Note: Multiple responses were accepted

A clear priority for respondents in the Lochaber sample was more *foot patrols / officers on the beat*, with 54.1% of respondents stating this as a preference (43.4% in 2003). One respondent commented: “Employ more policemen for the beat and not for desk jobs”.

Respondents were also keen that the police should maintain a *higher profile*, and also be *more accessible / approachable / friendly*. One respondent suggested the Force should “improve communication – local police are distant”. Another was keen that the police should “look for realistic provision for teenage leisure pursuits and identify places within the community where they can ‘hang out’, because this section of the community are made to feel like nuisances all too often”.

**3.37** Respondents were asked in an open question what should be the three main priorities for Northern Constabulary.

**Table 3.26 Main Priorities for the Police**

	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Crime prevention / law and order / public safety	<b>41.5</b>	46.1
Drugs (general / unspecified)	<b>37.4</b>	30.0
Road safety / speeding	<b>30.4</b>	30.7
Drink related crime / behaviour	<b>21.1</b>	14.1
Drug dealing	<b>20.5</b>	14.4
Under-age drinking	<b>17.6</b>	4.2
Drink driving	<b>17.5</b>	12.0
Violence / assault	<b>16.4</b>	14.1
Theft / property crime / vandalism	<b>15.8</b>	17.4
Youth behaviour on streets	<b>10.5</b>	11.4
Anti-social behaviour	<b>9.9</b>	10.0
Crime detection (incl. prosecution)	<b>8.2</b>	15.4
Public relations	<b>5.8</b>	7.2
Drug related crime / behaviour	<b>4.7</b>	5.1
Integrate with youth groups / schools	<b>2.9</b>	7.7
Quick response to reports of crime	<b>2.9</b>	3.9
Partnership working / liaison	<b>2.3</b>	2.6

Base: Area Command: 51 / Force: 959

Note: Multiple responses were accepted

*Drugs, drug dealing and drug-related crime / behaviour* together were mentioned by 62.6% of respondents at the Lochaber Area Command level (61.2% in 2003), compared with 49.5% in the Force area as a whole.

*Crime prevention / maintenance of law and order / public safety* was also considered a key priority for Northern Constabulary, mentioned by 41.5% of respondents at the Lochaber Area Command level.

Comments included: “Make the area a safe place to live and go out in without fear”. One respondent suggested that “a police profile in tourist areas enhances local and tourists’ feelings of security and probably police knowledge of the locality”.

*Road safety / speeding* was considered a main priority for Northern Constabulary by 30.4% of Lochaber respondents.

**3.38** Respondents were asked in an open question which issues they thought the police should not be dealing with.

**Table 3.27 Areas With Which the Police Should Not Be Dealing**

	<b>2005 Lochaber Area Command %</b>	<b>2005 Force Area %</b>
Excessive administration	<b>26.7</b>	19.6
Stray animals / lost pets	<b>18.7</b>	8.6
Litter	<b>14.7</b>	12.7
Bullying	<b>13.0</b>	2.9
Parenting	<b>12.0</b>	8.7
Minor domestic disputes	<b>10.7</b>	11.5
Minor motoring / parking offences	<b>8.0</b>	17.8
Dog fouling	<b>6.7</b>	10.0
Anti-social neighbours	<b>6.7</b>	10.0

Base: Area Command: 23 / Force: 489  
Note: Multiple responses were accepted

Respondents at the Lochaber Area Command level felt that *excessive administration* was the main issue with which the police should not be dealing, a view which was reflected across the whole Force area. A comment typical of respondents' views on this issue was: "Administration staff should be employed to do paperwork, allowing officers to do their work".

*Stray animals / lost pets* was the second most frequently mentioned issue at the Lochaber Area Command level.

Other issues mentioned by respondents from the Lochaber area were:

- Lost / found property (2 mentions)
- Racism / discrimination (2 mentions)
- Petty crime (1 mention)
- Alcohol / drug abuse (1 mention)
- Crowd control (1 mention)
- Young people on the streets (1 mention)
- Environmental / land use issues (1 mention)

## The Role of the Individual

### 3.39 Individual Action

Respondents were asked in an open question what they thought they could do to help improve the quality of life in their community.

**Table 3.28 Individual Action**

	2005 Lochaber Area Command %	2005 Force Area %
Nothing	27.9	20.8
Support community activities / groups	22.1	21.8
Neighbourliness / be friendly	18.6	20.0
Report crime or suspicious behaviour	14.0	21.2
Engender law-abiding behaviour	5.8	6.9
Better parenting	3.8	1.4
Neighbourhood Watch	3.5	9.5
Be law-abiding	2.3	5.0
Collect litter	1.2	2.8

Base: Area Command: 26 / Force: 417  
Note: Multiple responses were accepted

Over one quarter of Lochaber respondents said there was *nothing* they could do to help improve the quality of life in their community. Age or disability were the most common reasons for this response, although some respondents also thought the quality of life in their community could not be improved. One person commented: “Not a lot, I’m very lucky to live in this small community.”

Just over one fifth of Lochaber respondents felt they could contribute to the quality of life in their community by *supporting community activities / groups*.

The third most common response was to be more *neighbourly* or *friendly* in their local community. Comments included: “keep talking to the youth and listening to them”.

**SNEDDEN ECONOMICS LTD**  
**Abaco House, Nairnside, Inverness IV2 5BU**  
**Tel 01463 794544 Fax 01463 790353 Email [info@snedecon.co.uk](mailto:info@snedecon.co.uk)**  
**[www.snedecon.co.uk](http://www.snedecon.co.uk)**

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